



State of Connecticut
Department of Aging and Disability Services
Long-Term Care Ombudsman Program

3/12/2020

The Long-Term Care Ombudsman Program works to improve the quality of life and quality of care of Connecticut citizens residing in nursing homes, residential care homes and assisted living communities. One of the roles of the State Long-Term Care Ombudsman is to provide information to the public regarding long-term care facilities and services, residents' rights, and legislative and policy issues.

The coronavirus disease 2019 (COVID-19) outbreak continues to evolve and because of that so does the guidance. We want to ensure that resident's and family members have accurate information and are fully informed. According to the Centers for Disease Control and Prevention (CDC), the health risk of COVID-19 for the general public in the United States is low currently. However, just as with influenza and other viral infections, older adults and some individuals with preexisting medical conditions are at an increased risk for more severe illness.

Due to the identified risk, Department of Public Health has asked that all Chronic and Convalescent Nursing Home and Rest Homes with Nursing Supervision impose restrictions on visitors. These precautions are to protect the health and safety of all residents. While we understand these restrictions are difficult, we want to assure you that the health and safety of residents is the primary goal. These steps will help prevent and delay the spread of Coronavirus. The Ombudsman Program is asking every Long-Term Care community to explore alternate ways of communication, like video chatting or other creative solutions, so residents can remain in communication with their family and friends.

Residents still have the right to access the Ombudsman program and we will continue to respond to, and investigate complaints brought forward by residents, family members, and/or other individuals acting on the resident's behalf.

The Ombudsmen will continue to follow the CDC Guidance for Infection Control and Prevention of Coronavirus Disease 2019 (COVID-19) in nursing homes. If at some point in-person access is not available due to infection control concerns, facilities need to facilitate resident communication (by phone or other format) with the Ombudsman program.

For the most up to date information on COVID-19, including guidance and other resources, I encourage you to go to Connecticut ct.gov/coronavirus

If you have specific questions or concerns related to a Long-Term Care setting, you can contact the Long-Term Care Ombudsman's office at: [1-866-388-1888](tel:1-866-388-1888) Or Contact our Central Office by calling [860-424-5200](tel:860-424-5200) - You can also e-mail us: ltop@ct.gov

Sincerely,
Mairead Painter, State Long-Term Care Ombudsman

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